



APPLICATION SYSTEMS MANAGER

Job Code: 1503

EEO Class Code: Professional

Union Status: Unclassified

FLSA Code: Exempt

Salary Grade: o018

NATURE OF WORK

This is advanced professional management work assisting in the planning, organizing, staffing, directing and controlling of the activities of the Information Technology (IT) Department.

The employee in this classification is responsible for the appropriate, accurate and timely development or acquisition of computer application systems for a diverse group of functional areas within the City. The position has a broad scope including microcomputer and main computer system applications development with staff using a variety of programming languages, databases and other tools, dealing with third party vendors on finding the right solutions, and end user support (7 days/24 hours on some) of those systems. Participates with other Information Technology managers on setting policy and priorities within department and preparing and monitoring budgets and staff resources. May act on behalf of the Director for varying periods of time. The incumbent exercises an extensive degree of originality, judgment and professional and technical managerial knowledge.

Supervision is exercised through various levels of subordinates over a variety of technical, professional, administrative, specialized and clerical employees with assigned responsibilities, in various phases of department operations. General supervision is received from the Director who holds the incumbent responsible for the attainment of desired objectives, the professional management of assigned departmental operations, and for the quality of service to City departments.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES

- Assists in the development, implementation, interpretation, and application of communications and data processing policies and objectives
- Assists in providing for programming and data system feasibility studies, systems analysis and design, hardware and software selection, programming, and data processing center operations
- Evaluates technological advances and develops methods and procedures
- Assists in the complete process of position qualification, resume review, interview and selection of employees
- Evaluates employee performance.
- Analyzes, sets time estimates and priorities, and distributes all computer requests for service as well as incident requests
- Monitors all projects, as well as keeping users informed of his/her requests
- Reviews and approves all program changes and enhancements for promotion to production system
- Provides technical assistance to Analyst's in program development and/or program modifications
- Analyzes, codes, modifies and documents programs when necessary
- Assists users and assigned System Analyst's in procuring new software through the entire Request For Bid process
- Trains new Analyst's in Department policies and procedures as well as assist in assignments when necessary
- Assists in developing Department Standards
- Recommends and schedules appropriate training classes with various vendors as well as in house
- Meets with departments to discuss either current or future projects including outstanding request for service
- Attends meetings with senior staff and computer department personnel to discuss department activities
- Keeps abreast of industry trends and analysis of market products by reading trade journals, management reviews, computer newspapers, etc.
- Attends seminars, conferences, trade shows, and user group meetings
- Attends city organized work shops for managers and/or employees

- Provides management reports, memos, etc. to senior management levels
- Proofreads memos and reports written by Application Systems personnel
- Reviews requests for new applications and assists in determining priorities and relative merit of proposed computer usage
- Performs related work as required

KNOWLEDGE, SKILLS AND ABILITIES

- Considerable knowledge of the principles of public and business administration
- Considerable knowledge of the principles of management and their application to the administration of government activities
- Considerable knowledge of current developments in the field of automated data processing technology and telecommunications
- Considerable knowledge of systems analysis, computer programming and telecommunications and electronic data processing equipment
- Considerable knowledge of the communications and data processing needs of City departments or the ability to rapidly acquire such knowledge
- Considerable knowledge of supervisory principles and practices
- Considerable knowledge of applicable City, State and Federal laws, rules and regulations pertaining to departmental operations
- Ability to balance demand with limited resources in providing effective, efficient and economical data processing services to City departments
- Ability to use professional managerial and technical knowledge to formulate departmental policy and control departmental activities
- Ability to plan, organize and supervise, through various levels of subordinates, the work of all departmental employees in a manner conducive to full performance and high morale
- Ability to effectively evaluate the impact of alternative possible courses of action on departmental operations, future developments and circumstances of a new or unprecedented nature
- Ability to establish and maintain effective working relationships with City officials, other employees, professional groups, vendors, and the general public
- Ability to communicate clearly and concisely, both verbally and in writing, to individuals and to groups
- Ability to determine if departmental standards, goals, and objectives are being met and to redirect priorities and take any other corrective action as necessary

MINIMUM REQUIREMENTS

- Graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Mathematics, Management Information Systems, or equivalent
- Master's Degree preferred
- Extensive responsible experience in the management of a data processing organization, public sector experience preferred
- Experience may substitute for education on a year-for-year basis
- Extensive experience in the analysis and implementation of technology systems in a customer service organization and considerable experience in managing and directing others and in application systems development and project management
- Experience may substitute for education on a year-for-year basis

PHYSICAL REQUIREMENTS

- Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact
- Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, word processor, calculator, copier, and fax machine
- No significant standing, walking, moving, climbing, carrying, bending, and kneeling
- Some crawling, reaching, and handling, sitting, standing, pushing, and pulling

SUPERVISION RECEIVED

- General supervision is received from the Director who holds the incumbent responsible for the attainment of desired goals and objectives, the professional management of assigned departmental operations, and for the quality of service to City departments
- Incumbent is given wide latitude to exercise independent judgment in resolving day-to-day problems
- Work is reviewed through meetings and reports

SUPERVISION EXERCISED

- Supervision is exercised in the Application Systems area through various levels of subordinates over a variety of technical, professional, administrative, specialized and clerical employees with assigned responsibilities in various phases of departmental operations